



Welcome to the family...

Welcome to American Medical Personnel. In this house, you're family. Which means you enjoy all the perks and benefits of being a part of the family, but none of the crazy uncles or annoying cousins you might have in your own family.

We are the rockin' healthcare employment agency providing Registered Nurses (RN), Licensed Practical Nurses (LPN), and State Tested Nurse Aides (STNA) to assisted living, long term care facilities, clinics, occupational medicine facilities and outpatient centers throughout northeast Ohio.

I, and all of our staff, have worked very hard to build a company based on solid family values... Valued traits like honesty, integrity and loyalty. We display these traits daily and we fully expect our field staff to do the same.

We operate on the simple premise of treating others as we wish to be treated. And since nobody wants to be treated poorly, we therefore focus on stellar treatment and exceeding your expectations.

We are the friendly and patient voice on the other end of the phone when you are stressed and need someone to vent to. We are there when life happens, like car problems, and you need a helping hand to just get through the day.

We aren't perfect by far. But our humility, kindness and resourcefulness impress even the most skeptic critic. We hope your time with us is enjoyable and look forward to serving you for many years to come.

Please feel free to reach out to me personally if you should have any suggestions on ideas on ways we could improve our services or enhance your quality of life through work. If you ever have any questions, would need more information, want to give us a high five or tell us when we screw up, call us any time. A real live person answers the phone 24 hours a day. Just like calling home.

Peace, Love, Jobs

Vicki Stanley
Owner & Chief Executive Officer



Employment Opportunities

Per Diem Employment

Per diem (Latin for by the day) employees are hired for one shift at a time. Shifts generally range in length from four to twelve hours. These employees are permitted to choose when and where they want to work with no penalty for refusing shifts.

Temp to Hire Employment

These individuals work for a period of time with an AMP client, with the goal to be hired on a more permanent basis at the end of the per diem time period. Both the client and the employee spend an average of ninety days evaluating each other to see if they want to progress to a more permanent employment relationship.

Contract Employment

Fixed employment allows individuals and clients to commit to a specific schedule for a limited time. These arrangements vary by company and opportunity and can range from three weeks to thirteen weeks in length.

Direct Hire

This is where we get to play matchmaker. AMP serves as the liaison between the client and the employee. AMP introduces superior candidates to our clients. After they have met and agreed on an employment arrangement, the employee is then hired directly onto the client's payroll.

At Will Employment Status

Employees that work for AMP are provided with information that details the rate of pay for work provided through AMP. This information is not an employment contract. That means you are not obligated to work for AMP for any specific period of time and that you may quit your employment with AMP at any time for any reason, with or without cause. Likewise, AMP may terminate your employment at any time and for any reason with or without cause. This or any other employee handbook does not constitute an employment contract between the employee and AMP.

Getting Hired

Personal Interview

Our staff will personally interview you to determine your needs and preferences at AMP. In addition to getting to know you and making a new friend, we are inquiring as to what your needs and wants might be for yourself. This will better prepare our Agents to locate the best opportunities for you.

For example...

What are you doing now? What do you want to do?

AMP hires STNAs, LPNs, RNs to serve our healthcare clients. We often meet motivated STNAs who are well on their way to becoming first class RNs through rigid schooling and hands-on clinical experience. Determining where you are right now in your job path and knowing where you want to go in your professional trade's future help us focus on your specific needs and work toward helping you achieve those goals.

AMP's simple interview process zeros in on the important elements of a person's life that are more urgent than what they do for a living. Their answers reflect a revealing insight into their goals, struggles and roadblocks. Through their responses, they display a passion to work toward a life that they are continually building. AMP wants to help them get there. Our passion is not just finding jobs for people, it lies in improving the quality of life for all our staff through laser focused personal service.



Employment Documentation Process

Every potential employee must complete an employment packet that includes information regarding employment history, experience and reference information. This small mountain of paperwork serves two purposes: It helps us abide by the scads of legal employment practice laws and regulations, and it allows us to get to know you better. We certainly can't hire someone we don't know, now can we? On your first visit to AMP, be prepared to complete and/or provide the following:

Federal Requirements

1. Employment History
2. Photo identification and social security card
3. I-9 (The government form that verifies your citizenship)
4. W-4 (The government form that verifies your Federal tax withholding)
5. IT-4 (The government form that verifies your State tax withholding)
6. Combined Consent Form (The AMP form that allows us to verify your work history, check your references, shoe size and to see if you are paying attention.)

Healthcare Professionals' Compliance

In addition to the above documentation, all healthcare professionals will be required to provide or complete some or all of the items below at the time of application. AMP reserves the right to change and update this list as more regulations are mandated, which happens on a regular basis. Additionally, select clients may require additional training, certification or documentation. It is the employee's responsibility to provide documentation that they are compliant on a continual basis. An employee who does not meet the minimum compliance guidelines is considered ineligible to work through AMP.

Ohio Department of Health

All healthcare professionals must abide by any rules or directives issued by the Ohio Department of Health.

Licensure and Certification

Employee must provide proof of current authorization to practice vocation according to applicable federal, state and/or local requirements (may we peruse your papers please?). This includes any license, registration or certificate. AMP will verify upon application, and periodically, the validity and standing of the employee to assure the continued right to practice in the state of Ohio. If credentials lapse, are suspended, or are revoked under disciplinary action, employee will be ineligible to work until credentials are again in good standing.

Fingerprint Verification and Criminal Records Check

AMP, at the time of hire, at annual renewal and/or periodically, checks the criminal background of employees to ensure they have not been convicted of a disqualifying event as outlined in Senate Bill 160. An employee found to be in violation of Senate Bill 160 will be immediately terminated. Employees must inform AMP within 24 hours of any arrest, conviction or investigation that would influence their criminal record. Employees with disqualifying convictions will be terminated. AMP will collect a fee from the employee at orientation and each additional year to complete the criminal records background investigation.

Physical/Health Statement

A pre-employment physical and/or health statement is required at the time of orientation. Physical must indicate that the individual is physically capable of discharging the required duties and free from any communicable disease. Employees will not be eligible to work if limitations or restrictions are placed on their activity. Any employee who does not possess a full work release from their doctor is ineligible to work through AMP.

TB Testing

A one-step Mantoux/TB test is required if the TB test has not been taken in the last 12 months. A one-step Mantoux is sufficient if Mantoux testing has been done in the last 12 months. If an individual is a



positive reactor, evidence must be provided that a chest x-ray has been completed in the last five years. Thereafter, a non-reactor will receive an annual one step Mantoux, while a reactor will complete a system checklist annually and provide a chest x-ray at least every five years. All costs for testing are paid by the employee.

Hepatitis B

Individuals must complete an authorization from at orientation, choosing to either accept or decline the Hepatitis B vaccine. The Hepatitis B vaccine will be available free of charge to any employee identified to be at risk of exposure to blood-borne pathogens or to anyone who has had an exposure incident, as defined in OSHA Blood-Borne Pathogens Law.

CPR Certification

All healthcare professionals are highly recommended to provide documentation regarding the successful completion of an authorized and acceptable CPR certification course. RN's are required to possess CPR.

In-service Training

AMP abides by all federal, state and requires employees to complete the following educational training courses upon orientation: HIPPA, Patient Rights, Elder Abuse and Neglect, Blood-Borne Pathogens, Combative Residents, Ergonomics, Fire Emergency, Infection Control, and Personal Protective Equipment. Employees have the option to complete the in-service training courses at AMP offices or to provide proof and documentation that they have completed the course at another approved facility. And here you thought your homework days were over.

Mandatory Meetings

AMP may require, from time to time, a mandatory in-service meeting to be held in our offices. These mandatory meetings are to keep our employees informed of changes and updates that would affect their professional performance. Employees will be compensated for attending a mandatory meeting. Sometimes we call meetings just to see your smiling faces again. Kidding!

Verification & Orientation Process

Verification of Documentation

Following the submission of the application information and after you have put your best foot forward, our office staff will go about the job of verifying that everything on your application is true and correct to the best of your knowledge. Once the employment, reference checking, and documentation have all been completed, we can move onto the hiring process.

Orientation

All potential employees, except for Direct Hires, are required to complete an AMP orientation. In our orientation, we don't just read you the policies handbook. Reading policy handbooks are so boring you are likely to fall asleep at the table and start drooling. We like to spend our time talking about how to make you successful instead of what will get you written up. Consider orientation a verbal roadmap so you don't get lost. You can expect about one hour for orientation (don't worry, it goes fast).

Activation - Eligibility to Work

An employee, who has accepted employment, completed orientation and is compliant, is now eligible to work through AMP. Welcome aboard. Employees are considered eligible to work as long as they maintain their availability and abide by all guidelines set forth in the policies. You're on your way!

Employment Arrangement

AMP will commit to a specific pay range, and the employee commits to an availability schedule and a commuting distance. No employment offer ever guarantees employment, or in any way implies a guarantee of employment. No work is ever guaranteed. As work that meets the employee's specifications becomes available to AMP, it will be offered to the employee. It is always up to the employee to accept or decline work with AMP.



Meeting Your Agent

Once you have completed the documentation and orientation process, you will be introduced to your Agent. Your Agent is personally committed to ensuring that all of your scheduling needs are met, answering your questions regarding different facilities and providing you with personalized attention so that you are treated like a real live person and not a number.

Scheduling Process

At AMP, you have the ability to choose your own schedule, but a key component to your success relies heavily upon your understanding of how our scheduling process works. The more you are familiar with how the industry utilizes our services and how we go about offering work, the better chance you have of making the scheduling process work for you.

ABC's of Employment

There are three levels of Field Staff at AMP: The "A" List, "B" List and "C" List. The amount of opportunities to work for AMP depends solely on the level that you are operating and which list you are on. Every employee at AMP is completely in control of their list designation and are encouraged to seek out remedies with their Agent should they find themselves on any list other than the "A" list.

"A" List

When you are first hired by AMP, we automatically assign to the "A" List of staff. The "A" List is reserved for employees who consistently keep their word. When an "A" List employee accepts a shift, they go to work. Every. Single. Time. "A" List employees arrive to work on time ready to hit the ground running. "A" List employees impress our facilities with their professionalism and therefore are almost always requested personally by our facilities.

"B" List

If you find yourself on the "B" list, don't hesitate to contact your Agent and inquire about ways to earn your way back on to the "A" list. We care about our staff and want to give them the most opportunities to succeed, however, the power to move from list to list lies solely with the employee.

"C" List

"C" list stands for Call-offs. As in multiple call-offs. Our Agents are hesitant to schedule "C" list employees at our facilities because they don't or won't keep their word. Despite promising to go to work on the scheduled shift that they chose, "C" list employees instead call-off and leave both AMP's Agents and our facility's hanging. Because they broke their word, our Agents were unable to fulfill their promise to our facilities and our facilities are left with less employees often leading to less than ideal care for their residents. "C" list employees are therefore only called for last minute shifts. Like when we are desperate. And quite honestly, even then we are iffy if the employee will even show up as promised, as they have a history of breaking their word.

Availability

The first step to securing work through AMP is to provide your availability to your Agent. After you have considered all your other obligations including doctors' appointments, school conferences and personal commitments, call your Agent to log your availability. Knowing your availability will allow your Agent to more quickly act on your behalf when clients are in need of staff. Any person who does not respond to us for thirty days will be considered voluntarily resigned and will not be eligible for work until they are reinstated.

Offering a Job

When clients call AMP, our Agents race to take care of them with the most qualified of our Field Staff. Clearly, our most qualified and reliable staff are on the "A" List. So when a call comes in from a client,



we hurry to call every single person on the "A" list first to give them an opportunity to choose the clients, days of work and hours of work that they desire. Only after the "A" list has had its first pick of open shifts, do we move do the "B" list to offer whatever shifts are still open that haven't been chosen by the "A" List. When we get desperate we call the "C" List. But only when we are really desperate.

Confirming a Job

If you accept, we'll immediately call the client with your acceptance. Once the client verbally confirms you for that job, it's considered confirmed. You now own that job and are expected to show up on time and ready to work. So check with your babysitter or schedule BEFORE you accept a job. Upon confirmation of a shift, the employee is responsible for working that scheduled job. At no time will AMP accept employees "trading" confirmed jobs with other employees.

Declining a Job

We know that life happens. Although you called in your availability, you just realized your daughter has a dance lesson, and you can't work. You are permitted to decline any shift that is offered at the time that it is offered. However, if the shift completes the confirmation process, and then you change your itinerary, it is considered a call-off. Please be aware that if AMP offers you a shift and you decline, you will not be eligible for unemployment due to "lack of work". If you refuse 10 shifts in a row, you are considered resigned and in order to work again you must reapply.

Client Cancellations

There's another catch. The client has the contracted right to cancel your job up to two hours before the start time. In the event of a job cancellation, you will be immediately notified. You have to be ready for the call. Even when you are ready and willing to work, they still maintain the right to cancel. Of course, we'll immediately offer you any other jobs that are currently available. It's still up to you to accept or decline. Cancellations are usually the first traffic jam our employees encounter on their journey.

Employee Call-offs

Call-offs are a part of AMP that we hope you never visit. Once an employee accepts a confirmed shift with AMP, they have given their personal guarantee that they will work the scheduled job. Any type of schedule change from that point on is considered a call-off. If an employee gives us less than 24-hours notice, the call-off triggers an emergency response in our scheduling department. Schedulers immediately spring into action in order to replace the employee with another qualified and available employee. We have already committed to our client that you would be there. They immediately race to the top of the "LIST" and the whole scheduling process begins again. Despite all our preparation and guidance, some employees still find themselves visiting this ugly part of town.

Problem Solving

Two words: Life Happens

Two more words: Phone Home

In the event that an employee believes they will not be able to fulfill their commitment, they are required to immediately contact our office and speak to our Scheduler. We hired staff members to monitor our phones 24 hours a day just for this circumstance. Remember, you are part of the AMP family, and you can always call family for help. Our staff immediately jumps into action to attempt two things. (Notice scheduling just got twice as hard?) They immediately attempt to replace your job or solve your problem. Either way, they are committed to fulfilling their agreement with the client, and we need your help. If we can get you a ride, a tow, a babysitter, anything, to help you get to work, we want to help. An employee who calls-off and then refuses our assistance to fulfill our obligation to the client is considered in violation of our most important belief, personal responsibility. We can't help you unless you are willing to help yourself.

Completing an Assignment

Congratulations! You answered your phone, accepted the job, went to work on time, and did a great job! (Clients actually phone us to complement our employees!) You are the ideal AMP employee. Every employee who successfully completes an assignment is considered eligible to work...again. We have many awards and bonuses to recognize your achievements. Thank you for helping us to fulfill our mission.



Show Me The Money

This is what it's all about. Getting paid. Paying the bills. Getting the roof fixed. Going on vacation. You can't do any of these fun things without money. Okay, fixing the roof and bills aren't fun.

Timecards

Every job that you work for AMP will require a signed timecard to be submitted for payment. The work week begins Monday at 12am and runs through the midnight shift on Sunday night. Employees are responsible for **legibly** and accurately completing a timecard, having it signed by the immediate supervisor, and turning it in to AMP offices for payment. A completed timecard is the only way to be paid through AMP and completing it correctly is the sole responsibility of the employee.

Please record the following information on your timecard:

- Your full name and skill level (RN, LPN or STNA)
- The name of the facility at which you worked
- The date of your shift
- The actual start time and end time down to the minute (Not the time you wished you could go home)
- Your recorded lunch break (Required)
- Supervisor's signature

You can submit your timecard in person, by snail mail, email, text, or by fax. Of the duplicate copies, the yellow copy is for the facility, and the white copy is to submit to AMP for payment. Incomplete or illegible time cards will not be processed for payment until the legible or complete timecard is received in our office. Falsifying timecards is a major no-no and will result in immediate termination.

IMPORTANT!!!

TIMECARDS MUST BE SUBMITTED TO AMP IMMEDIATELY AFTER SHIFT ENDS

FAX YOUR TIMECARD: **330.433.1086**
TEXT YOUR TIMECARD: **330.949.8822**
EMAIL YOUR TIMECARD: timecards@amp.jobs

Lunch Breaks

Employees are not compensated for their lunch breaks (everyone knows there's no such thing as a free lunch). If your supervisor requires you to work through your lunch, they must specifically write "NO LUNCH" and initial the lunch box. Otherwise, you must record a 1/2 hour lunch break for every shift that you work.

DAILY PAY

Every day is payday at AMP! Employees submitting a completed signed timecard by 11 am can expect a check at 3 pm on the same day. The timecard must be verified by the facility before it can be processed for payment. It's our way of saying thanks. We believe that if you go to work on short notice you should get paid on short notice.

Please don't call our offices asking for your check early, though, it takes a long time to verify and process payroll, and we don't want to make a mistake (mistakes on paychecks mean frowns on faces). If a mistake is made, contact the payroll department for a correction. Employees who receive a paycheck outside of the 11 am to 3 pm time frame are charged a \$10 convenience fee.



Overtime Pay

AMP pays a standard overtime rate of 1.5 times the regular rate for every hour worked in excess of forty hours within one pay period, provided AMP has received confirmation from the facility in advance. AMP believes that excess work can diminish an employee's effectiveness and just plain make them sleepy and/or grumpy. Despite the excitement of working with AMP, management recommends resting from time to time to recharge your batteries.

Receiving Paychecks

You can opt to pick up your check in person, have it mailed to your home, direct deposited into your bank account, or loaded onto your paycard. You are required to choose one method of delivering your paycheck at orientation, as changing your mind over and over again only creates confusion in the payroll department.

Lost or Missing Checks

From time to time a check is lost, missing, or presumed stolen. In this event, it is the employee's responsibility to report the missing check immediately to AMP offices. Lost checks will result in a \$35 payroll deduction for stop payment bank fees. Employees are advised to make sure they don't have a hole in their pocket that money (or checks) can slip through.

Benefits

Direct Deposit

AMP offers the option of choosing direct deposit, in which your paycheck is deposited electronically into the checking or savings account at your banking institution. This is an ideal benefit for those employees who never seem to get to the bank before it closes (but beware, direct deposits take 1-5 business days to become active in your account).

Pay Card

You can choose to have your paycheck deposited electronically onto your personalized pay card. This card can be used at retail locations and to withdraw cash from your available balance.

Daily Pay

Submit a signed timecard by 11 am everyday, and receive a paycheck by 3 pm the same day. The timecard must be verified by the facility before it can be processed for payment.

Free Roadside Assistance

AMP provides every employee traveling to and from work with free Roadside Assistance. If you experience any type of car trouble, simply call AMP 24-hours a day. We will get you to work, tow your car, and provide you with a ride home free of charge (remember to use your GPS: Guaranteed Personalized Service). Please note that if you are a member of AAA, you must call them prior to calling AMP.

Holiday Pay

Employees are eligible for a pay rate of 1.5 times the regular rate, or regular rate plus incentive, for every holiday that they work a shift through AMP. Paid holidays include Christmas Eve (12/24), Christmas Day, New Year's Eve (12/31), New Year's Day, Independence Day, Thanksgiving Day, Memorial Day, Labor Day, Martin Luther King Jr. Day and Easter Sunday. Holiday pay starts at the night shift start time the night before the holiday and continues until end of night shift the day after the holiday. (Ho-ho-ho, it's off to the bank you go!) Employees who work on a holiday while in overtime will only be compensated 1.5 times their regular rate. Employees who call-off or who do not work their scheduled shift the day before or the day after the holiday are ineligible for holiday pay. These employees will be compensated at the regular pay rate for every hour worked during the holiday period. Some facilities do not offer holiday pay. Check with the office staff to ensure that the shift you accept on a holiday does indeed pay holiday pay. Weekend pay incentive may not be eligible for holiday pay.



MicroLoans and Payday Advances

From time to time, **emergencies** happen. The car breaks down, the water heater quits. In certain circumstances, AMP will issue microloans and payday advances to its employees who have worked a minimum of one year with us. Payment terms and loan fees apply.

Free Uniforms

Free Scrub Tops are offered to employees who maintain a consistent "A" or "B" List rating. Got the high grades? Get the AMP scrub top.

Healthcare Insurance

AMP offers health insurance coverage as defined under the Affordable Care Act. Employees must work a minimum of ninety days (390) hours and maintain a minimum of 30 hours per week in order to be considered eligible for group health insurance benefits.

Shift Incentives

Incentives are sometimes offered for the following circumstances: driving distance, difficult facility workload, and short notice shifts. Incentives offered are for one shift only and not meant to be construed as a pay raise.

Ways to Earn Extra Money

AMP believes in providing opportunities for employees to earn extra money. One way to earn extra money is by helping AMP grow (we love to pay people to help us grow). Very few people realize that every employee in this company has a **direct impact** on our bottom line. A frustrated employee who tells off their boss could cause the client to drop AMP and never use us again – for just that one incident. On the other hand, a client could be so impressed with an employee's work that they call us to compliment you personally (and then go tell all their friends how much they enjoy working with us!). AMP offers Cool Jobs that almost everyone can participate in at any time. We believe in compensating employees directly for going above and beyond the standard call of duty. If you help us grow, we'll help you grow. At the very least, your wallet will grow.

Field Staff Recruiter

Referring an employee to AMP for work is the fastest way for both our company to grow and for you to earn extra money. Contact our office with the names of your friends who want to meet us. We'll pay you a one-time Referral Bonus of \$50 for each STNA, \$75 for each LPN, and \$100 for each RN that you refer to AMP. Your referral must work a minimum of 120 hours with AMP before you are eligible for the bonus. The referral must write down your name on the application. This Cool Job is available to AMP employees and their family members.

Marketing Representative

We love to grow. The more clients we have to work with, the more opportunities there are for our field staff to work. Introduce us to a new client, and you will receive a \$100 bonus after we have staffed 120 hours at the new facility. This Cool Job is available to AMP employees and their family members.

Star Employee

A compliment for our employee is a compliment for our company. We love when our clients call to brag or write a note about how much they love one of our field staff! If a client goes out of their way to pick up the phone and call us about you, then you deserve a bonus! You will receive up to a \$25 bonus and a certificate of thanks for the great compliment.

Launch Team

The Launch Team is a group of highly skilled First Responders who represent AMP when we get a new client. This team quickly responds to last minute shifts on short notice, drives long distances, and provides superior services to our new and developing clients. They assist in evaluating our client's facilities and also provide training and insight to other AMP employees. Launch Team members are compensated according to the level of difficulty of the facility.



Seniority Benefits

Seniority Benefits (not to be confused with the senior citizens' discount card) are available to our long-term employees who have consistently shown loyalty and dedication to our mission. Although, you can choose as many benefits as you would like, please be aware that choosing more benefits could decrease your hourly pay. Choose what benefit that is most important to you and remember that you don't have to have everything at once. (Does that sound like your mother speaking?) Long-term employees are defined by those who hit their three-year milestone with 6,000 hours worked for AMP. In order to continue seniority benefits you must maintain a minimum of 32 hours worked per week. Employees must use their benefits by December 31st of each year. Otherwise, you will lose the accrued time and/or value of the benefit(s), and you will not be paid for it. Lastly, it is the employee's responsibility to track their own eligibility for benefits (let us repeat; it is the employee's responsibility to track their own eligibility for benefits) and submit their requests to payroll for processing. All benefits must be written in your employment offer to be valid.

Financial Planning

Create a budget, plan for retirement, or find a way to pay for college tuition. AMP wants to assist you and will arrange a free financial planning meeting annually with a Certified Financial Planner.

Paid Vacation

Employees are eligible to begin accumulating vacation time after they reach their milestone. At that point, AMP will pay the employee 8 hours of vacation pay at their regular pay rate for every 400 hours they work. That's a whole week's paid vacation per year if you work full-time.

Performance Evaluation

Employees are evaluated after **EVERY SHIFT!** Why would we wait days or months to let you know if you are doing a good job or if you need improvement in certain areas. You are evaluated based on the following criteria:

1. Reliability, Attendance Records
2. Availability (did you continue to communicate with us?)
3. Dependability (did you do what you said you would do?)
4. Supervisor or Peer Recommendations
5. Professionalism
6. Attitude
7. Job Knowledge
8. Quality of Care
9. Meeting Performance Standards
10. Shift Evaluations
11. Level of Responsibility (rising to the challenge)
12. Effectiveness and Efficiency
13. Flexibility
14. Incident Reports and Disciplinary Actions including DNR (Do Not Return)

At this point, you are doing one of three things: You are working out well because you understand how agency works, and you've been able to make it work for you. Or, you could be working sometimes because sometimes it works for you and sometimes it doesn't. Or, you aren't working at all because you misunderstood the Availability policy.

The Law

By now, you might have noticed just a hint of humor throughout our policies. AMP prides itself on its ability to inject fun into even the most monotonous situations. However, we take the laws and regulations set forth in the following policies very seriously. We maintain a zero tolerance policy in regards to discrimination, harassment, or just plain disrespect to another. Therefore, it is time to be



serious when we talk about these issues.

Professional Standards

AMP demands a high level of professionalism and diligence from our employees, and we expect our employees to continue to raise the bar on excellence. We have an excellent reputation for the quality of our staff, and you can be a part of that continued success. Every employee is expected to abide by the following Professional Standards every time they work a shift for AMP.

- 1. Once you have verbally accepted a confirmed shift, you are required to fulfill your obligation by going to the confirmed shift.**
2. You are expected to arrive to work on time, dressed appropriately, and ready for work.
3. You are expected to treat all clients, staff, and other employees with respect and professionalism at all times.
4. You are expected to abide by client's guidelines, policies and procedures.
5. You are required to perform your duties as assigned, to the best of your ability, with a positive attitude and calm demeanor, while providing appropriate and compassionate care to residents or patients.
6. You are required to provide your scheduling availability to us on a continual basis so that we may provide work opportunities to you as they arise.
7. You are responsible for providing 24 hours minimum notice to request any type of scheduling change of a confirmed shift.
8. You are responsible to maintain compliance of your license, certification or certificates and to provide proof of continued compliance to AMP to remain eligible to work.

Random Policies That Somehow Fit Together

Personal Safety & Security

Your personal safety is very important to AMP. Because you work directly with the public, you need to be aware and alert for situations that might progress or erupt into a verbally or physically abusive situation. If you find yourself in a position where you feel physically or verbally threatened, call our office IMMEDIATELY. If you feel you need emergency assistance, dial police emergency at 911. Your safety is very important to us.

Parking

Parking is provided at each facility in designated areas. Please ensure that you are parking in the correct location, lock your vehicle, and be aware of your surroundings walking to and from your car.

Entering & Exiting

If you are entering or exiting a facility when it is dark outside, please be extra careful and extremely aware of your surroundings. If you notice a suspicious or questionable situation, please contact the appropriate authorities to investigate.

Dress Code

Your exact dress code may vary due to job position and/or department, however the following standards are required of all AMP employees. If at any time the employee's dress or appearance is found to be inappropriate, AMP reserves the right to send the employee home, without pay. Employees should present a professional appearance reflecting pride in themselves and AMP. When you look good, we look good.

Employees should wear scrubs or whites on all assignments and are expected to comply with specific uniform requirements of assignments

Uniforms must be kept clean, neat and in good repair

Employees are required to wear name tags while on assignment

No visible body piercing (nose, tongue, etc.) with the exception of ears

No visible tattoos larger than three inches; no facial tattoos



No clothing that exposes the midriff
Fingernails should be kept no longer than 1/2 inch above fingertip and clean with clear or subtle nail polish
No open toe shoes or street shoes
No bare legs – legs must be covered with hose, socks, or slacks/pants
Skirts and/or dresses are to be knee length or longer
No shorts
No excessive jewelry
Hair must be clean, neat and contained

Gifts and Gratuities

AMP does not permit employees to accept gifts of gratuities/money from AMP associates (customers, clients or facilities) including any staff member, guest/visitor, patient, resident and/or family member of AMP representatives. Besides, didn't you pick this career because you love it, not for the gifts?

Smoking

Smoking is prohibited in AMP offices. Smoking is strictly prohibited in any facility, except where permitted in designated areas.

Telecommunications

Emergency Contact

Please provide AMP's telephone number (330) 433-1080 to family members and loved ones in the case of an emergency. In the event of a family emergency, have your family member call our office. We will then call you at your workplace. Do not have your family members call you directly at work. Please reserve this option only for emergencies.

Wireless Devices

Wireless devices can have an adverse effect on healthcare facilities' machinery. Wireless devices (defined to include: cellular and/or mobile phones, mobile paging devices, satellite cell phones, laptops, and any mobile device used for wireless communications) must be turned off while on assignment for AMP. Wireless devices should be used only while on approved breaks from assignment or to communicate with AMP. Violation will result in termination should you be DNR'd by the facility.

Personal Calls

Employees may not make outgoing calls or receive personal calls while on assignment. Employees may not, in any circumstance, use a resident's phone for personal use.

Attendance Policy

No Call or No Show

Boo, hiss. You have just committed the ultimate no-no in agency world. No Call / No Show is defined as failure to properly notify AMP of an impending absence. Any No Call / No Show incident is grounds for immediate termination, regardless of reason for absence.

Notification Procedure

Two words: Phone Home. That's the second time we said this, so you know it must be important. Employees must follow the proper procedures if they are unable to report on time to a confirmed shift, for any reason.

1. Contact AMP at (330) 433-1080
2. Employee must speak to a representative of AMP (Absolutely NO messages)
3. Employee must provide an explanation for potential absence
4. Employee must accept help from AMP, if at all able, in order to fulfill the obligation. For example, if an employee needs a ride to work, we will provide one. If employee refuses a company-offered solution to a problem, disciplinary action may occur, up to and including termination.



Tardiness

Tardiness is defined as failure to be present at the employee's workstation at the scheduled starting time or returning to the employee's workstation late following a break or mealtime. Any employee who is or will be tardy must contact a AMP representative to report the tardiness and its length. Two (2) tardies equal one (1) absence. Continued employee tardiness, after employee warning, could result in termination.

Absence

Absence (either excused or unexcused) is defined as the failure to report to work as scheduled or leaving work before completing a scheduled shift without AMP's and the immediate supervisor's approval. Any absence during the probationary period, for any reason, is grounds for termination at management's discretion. Thereafter, each shift or portion thereof an employee fails to report to work or leaves before scheduled end time is counted as a separate absence/occurrence. Call offs of consecutively scheduled shifts will be counted as one occurrence if employee provides written documentation (i.e., car repair, doctors slip, etc.) that absences are related to one incident. Proof of reason for absences does not make it an excused absence – it remains time missed.

Excused Absence

There is no pay for time off for any of the following reasons, however, the employee's position will be held until return (within 30 days). **Written verification must be provided for an excused absence.** An excused absence is defined as an absence for one of the following instances:

- Bereavement (death of immediate family member)
- Jury Duty
- Medical Emergency (self or immediate family)
- Military Service

Unexcused Absence

An unexcused absence is defined as an absence that does not qualify, at the sole discretion of AMP, as an *Excused Absence*. Unexcused absences will result in disciplinary action, up to and including termination.

Accumulation

Absences are individually cumulative for one year from date of incident. For example, an absence on January 22 will drop off January 22 of the following year.

Three (3) unexcused absences within six months are grounds for a thirty-day suspension.
Five (5) unexcused absences in six months are grounds for termination.

Disciplinary Policy

A violation of any one of AMP's policies, or a client's policy (including a Do Not Return to any facility), may result in disciplinary action up to and including immediate termination. Discipline is handled on a case-by-case basis, and AMP cannot anticipate every situation that may require discipline or what level of discipline is appropriate. Upon violating a policy, AMP's management will complete an Incident Report that details the nature of the employee's infraction. The report will detail the disciplinary action and recommended resolution. Employees are given the opportunity to provide a written response to the incident report. All incident reports are required to be signed by the employee acknowledging that they have received a copy of the report, not necessarily that they agree with the report.

Warnings

Verbal Warning

A first offense for violating a policy (excluding automatic discharge offenses) may result in a verbal warning. A written warning may be issued for a first offense depending on the severity of the infraction. The employee will meet with AMP management to discuss the incident and talk about specific actions



for resolution. Employee will be counseled on the issue and offered suggestions for improvement. No paychecks will be released until employee has completed the counseling.

Written Warning

A second offense or violation of a policy could result in a written warning. The employee will receive a written warning detailing the nature of the offense or the policy violated. The warning will detail the issue, disciplinary action taken and the recommended resolution. No paychecks will be released until employee has completed their counseling.

Appeal of Warning

Employees are eligible to appeal any warning, provided they appeal in writing to management within seven days of receiving the warning. Appeals should clearly define the reason for the appeal and should include any supporting evidence or documentation that would support the appeal. Employees will be notified in writing of the appeal decision no later than thirty days after the appeal is received.

Disciplinary Actions

Probation

Employees may be placed on probation when, in the sole discretion of AMP, their behavior has violated a AMP policy. Employees placed on probation will be notified in writing of the specific reason for probation and the specific time frame of probation. An employee may be eligible to continue working under probation. Any infraction of any policy while an employee is on probation is grounds for termination.

Suspension

An employee may be suspended when, in the sole discretion of AMP, the employee has violated a AMP policy. Employees placed on suspension will be notified in writing of the specific reason for suspension and the specific time frame for suspension. Employees are not eligible to work for AMP while they are on suspension.

Termination

Employees may be terminated from AMP for violations of the Automatic Discharge Policy, persistent violations of company policies, or for refusing to maintain compliance with federal, state or local guidelines. Employees who are terminated will be notified in writing. Further, AMP reserves the right to terminate any employee based on any violation of any AMP policy based upon the particular circumstances of the incident.

Automatic Discharge Policy

AMP maintains an Automatic Discharge Policy for incidents that are, in the sole discretion of AMP, dishonest, illegal, unethical or unprofessional. A partial list of events that qualify under the Automatic Discharge Policy are as follows, but is not meant to be a fully exhaustive list. AMP reserves the right to terminate any employee based on any violation of any AMP policy based upon the particular circumstances of the incident.

1. Providing false or misleading application, timecard or payroll information.
2. Time card tampering/forgery.
3. Theft of property.
4. Consuming, possessing, or being under the influence of narcotics, illegal drugs or alcohol while on assignment for AMP.
5. Sleeping while on assignment for AMP.
6. Gross negligence or destruction of property.
7. Belligerent, defiant, abusive or threatening conduct, behavior, speech or gesture toward any employee, client, supervisor or co-worker, or making derogatory comments regarding the company.
8. Performing sexual activities while on assignment for AMP or while on AMP's or client's premises.
9. Any unlawful or illegal activity while on assignment for AMP.
10. Carrying or possessing weapons and/or firearms while on assignment for AMP.



11. Any violation of AMP's confidentiality, harassment, violence, or discrimination policies.
12. An employee who has been deemed Do Not Return by a facility may be subject to Automatic Discharge.
13. An employee who walks off the job before the end of the scheduled shift may be subject to Automatic Discharge.

Accidents and Illness

AMP maintains a worker's compensation insurance policy to cover workplace injuries or occupational illnesses directly related to work with AMP. Please follow the procedure below if you ever sustain an injury while working for AMP.

Reporting

If you are injured in any way while on assignment for AMP, you must inform AMP offices within 24 hours of the injury. You will be required to complete an injury report within 24 hours that includes information regarding the incident, the type of injury you sustained, and questions about the surroundings at the time of the incident. It is imperative that employees report their injuries to AMP immediately or insurance payment processing will be delayed.

Post Accident Drug Testing

All employees injured while working for AMP must submit to drug and alcohol screening within 24 hours of injury. Failure to submit to testing within 24 hours could result in termination. Positive results for drugs or alcohol could result in employee termination.

Treatment

If an employee suffers a work related injury while employed with AMP, and treatment extends beyond emergency room treatment, the employee is eligible to use the doctor or physician of their choice, provided the doctor or physician is a qualified BWC provider.

Federal & State Guidelines

Family and Medical Leave Act

Family and Medical Leave Act

AMP abides by the federal Family and Medical Leave Act. All requests for unpaid time off under the Family and Medical Leave Act should be addressed in writing to Vicki Stanley, CEO, in the executive offices. Taking time from work under the Family and Medical Leave Act will not jeopardize your employment in any way with AMP.

Generally, the Family and Medical Leave Act (FMLA) entitles qualified employees to up to (12) weeks of unpaid leave in a twelve month period, for the birth of the employee's child, adoption, or foster care of a child, or for the serious health condition of the employee or close family member.

The twelve (12) month period to measure the eligibility of leave is a rolling twelve (12) month period measured backward from the date an employee uses any FMLA leave.

An employee is eligible for FMLA Leave if the employee has been employed by the Company for twelve (12) months and has worked 1,250 hours during the twelve (12) month period preceding the request for leave.

Intermittent leave or leave on a reduced leave schedule for the birth or placement of a child for adoption or foster care is not available. However, intermittent leave or leave on a reduced leave schedule is available on account of a serious medical condition of an employee or family member. If leave is taken intermittently or on a reduced leave schedule, the company may find it necessary to assign the employee to an alternative position during the term of the leave.

An employee's entitlement to leave for birth or placement for adoption expires at the end of the twelve



(12) month period beginning on the date of the birth or placement. A husband and wife, both of whom are employed by Company and both of whom are eligible for FMLA leave, will be permitted to take only a combined total of twelve (12) weeks of leave for (a) the birth of a son or daughter or to care for a child after birth; (b) for placement of a son or daughter for adoption or foster care or to care for the child after placement; or, (c) to care for a parent with a serious health condition.

Procedure to Request Leave

Under normal circumstances, an eligible employee must provide a minimum of thirty (30) days notice prior to taking leave. All requests must be submitted to the employee's office manager. The employee must complete an Application for Family and Medical Leave. Attached to the application is a copy of a medical certification form. If an employee is requesting leave for the serious health condition of a family member or their own serious health condition, the employee must have the medical certification completed and returned to their Supervisor within fifteen (15) days of FMLA leave. If the employee's health care provider needs to know the essential function of the employee's job, contact the employee's office manager and AMP will provide a job description. Upon receipt of the application and, if required, the medical certification, AMP will review the application and let the employee know if the leave request is approved, denied, or whether a second medical opinion is needed.

If the reason for leave is not foreseeable, the employee must contact his or her office manager within (2) days of requesting leave, if practicable. AMP will fill out the application at that time using the information the employee provided and provide the employee with a copy of the medical certification. Please have the health care provider return the certification as soon as possible, but no longer than fifteen (15) days after the beginning of the leave. The employee's application will be reviewed. If leave is denied, the employee will be expected to return to work as soon as possible, depending on the circumstances.

AMP may request, at AMP's expense, a second opinion. If the two certifications conflict, the parties will in good faith, select a third health care provider for the binding third opinion. In addition to the notice provisions applicable for FMLA leave, the employee must also follow normal AMP policies, if any, regarding requests for or extensions of leaves of absence.

Leave Substitution

Generally, FMLA leave is unpaid. However, if an employee requests FMLA leave, the employee may request to use earned sick days and paid vacation. Sick days and vacation time taken under such circumstances will be counted against the employee's leave entitlement.

Maintenance of Health Benefits or Other Benefits:

If an employee is eligible, the employee will continue to receive any available benefits while on FMLA leave. AMP will continue to pay any proportionate share of the monthly premium, and the employee must continue to pay the employee's share of the premium. If FMLA leave is paid, regular withholding will continue. If FMLA leave is unpaid, the employee must send AMP the employee's portion of the premium. The employee should see the office manager to make the necessary arrangements. If the employee does not pay his or her share of the premiums for thirty (30) days after the due date, the employee's health insurance may be canceled. If AMP elects to advance the employee's share of the premiums while the employee is on leave, AMP will collect this amount from the employee by payroll deduction upon the employee's return to work.

Matters Related to Leave:

In addition to the initial certification, AMP may require a re-certification every thirty (30) days. In certain cases, AMP may waive the re-certification rule; for example, if the initial certification states that there will be at least a ninety (90) day recovery period from major surgery. In any event, the employee will be advised if re-certification is unnecessary. During the employee's leave, AMP will require the employee to contact the office manager periodically to provide AMP with an update on the status and whether or not the employee intends to return to work when the FMLA leave ends. AMP prohibits employees from engaging in other employment while on any leave of absence, including FMLA leave.

Return From Leave:



Fitness for duty medical certification – if an employee takes FMLA leave because of his or her own serious health condition, the employee will be required to submit a fitness for duty certification from his or her health care provider upon return to work. The certificate must state that the employee is able to return to work and perform the employee’s job on a full-time basis.

Restoration requirements – upon an employee’s return from FMLA leave, the employee is entitled to the exact same job or to an equivalent job with equivalent benefits, pay and other terms and conditions of employment.

Unemployment

We want you to stay working, but we understand that sometimes circumstances prevent it. AMP is responsible for paying the employer portion of the unemployment insurance, which pays certain benefits should you become unemployed through no fault of your own.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

Any and all harassment, violence, discrimination, or any other issue should be immediately addressed with AMP’s staff so that we can investigate the matter and contact the facility where the incident occurred. An AMP employee, however, should not address problems or concerns with the facility directly. Addressing issues with the facility without AMP’s consent is grounds for immediate termination.

Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at AMP will be based on merit, qualifications, and abilities. Except where required or permitted by law, employment practices will not be influenced or affected by an applicant's or employee's race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

AMP will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employee with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their office manager or Vicki Stanley, CEO. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Sexual and Other Unlawful Harassment

AMP is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employment relationship, and is strictly prohibited. Harassment is defined as conduct with the purpose to or effect of interfering with an individual’s work performance or creating an intimidating, hostile or offensive work environment. Harassment by or toward a AMP employee is strictly against our policy.

Any employee who wants to report an incident of sexual or other unlawful harassment should promptly report the matter to their office manager. If the employee’s office manager is unavailable or the employee believes it would be inappropriate or uncomfortable to contact that person, the employee should immediately contact Vicki Stanley, the CEO. Employees can raise concerns and make reports without fear of reprisal.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment should promptly advise Vicki Stanley, CEO. AMP will then handle the matter in a timely and confidential manner. Knowingly making a false report of harassment is also a violation of policy and is subject to



disciplinary action. Employees are required to cooperate in the investigation of harassment and must comply with the investigator's request for confidentiality. Confidentiality will be maintained throughout investigations to the extent practical. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

Workplace Violence

AMP is dedicated to a safe workplace free of violence. Behaviors that create a climate of violence, intimidation or hostility will not be tolerated. All physical or verbal threats, intimidation and/or violence toward or by AMP employees, clients, vendors or others with whom AMP conducts business is prohibited. Workplace includes AMP offices, AMP representatives facilities/offices, parking lots, property owned by AMP, or any location an employee is conducting business as a AMP representative. The following is a partial list of prohibited behaviors, but it is not a fully exhaustive list, and AMP reserves the right to take any action necessary to maintain a safe, professional, and happy work environment:

1. Making threats with words or gestures
2. Intimidating others
3. Acting in a hostile manner
4. Fighting
5. Pushing
6. Physically blocking another person's freedom of movement
7. Brandishing, displaying or possessing a weapon
8. Stalking
9. Nuisance telephone calling
10. Sabotaging another person's work
11. Harmful misuse of American equipment or property
12. Causing or marinating high levels of conflict or tension within a work unit or between coworkers
13. Threatening or attempting suicide

Employees are required to assist AMP in protecting against workplace violence, which may be committed by other employees or non-employees. Any violation of this policy must be reported to AMP for investigation. Retaliation against an individual who has reported or complained of violation of this policy or cooperates in the investigation of a claim is prohibited. A person who retaliates against another individual for reporting is subject to disciplinary action. Knowingly making a false report is also a violation of policy and is subject to disciplinary action. Employees are required to cooperate in the investigation and must comply with the investigator's request for confidentiality. Confidentiality will be maintained throughout the investigation to the extent practical. Based upon the facts and circumstances determined at the conclusion of the investigation, appropriate action, which may include discipline up to and including termination, will be taken. The conclusion of an investigation will be communicated in an appropriate manner. Action taken by AMP is separate from any investigation or charges law enforcement may bring against an individual.

Abuse or Neglect

Abuse is defined as the physical or psychological maltreatment of a person. Neglect is defined as failure to provide proper, required or recommended care and attention or failure to follow the proper procedures of care. Abuse and neglect are strictly against AMP's policies and procedures. AMP employees who witness an incident of abuse or neglect should report to AMP executive offices immediately.

Drug-Free Workplace Program & Alcohol Policy

Just say No. AMP and the companies we serve are alcohol and drug-free workplace environments. AMP enforces an alcohol and drug-free policy in which the use of illegal drugs and/or the abuse of legal drugs and alcohol is strictly prohibited. Reporting to work/assignment or working under the influence of drugs or alcohol is prohibited. Possession, distribution, sale or use of illegal drugs or drug paraphernalia is prohibited and grounds for immediate termination. Refusal by an employee to submit to a drug and/or alcohol test at the time and place requested by AMP is grounds for immediate termination. AMP reserves the right to require employees to submit to drug and/or alcohol test under the following circumstances:



Initial Employment Testing per client requirement
On the job incident causing injury to the employee or any other person
On the job incident causing damage to property
On the job incident resulting in a Worker's Compensation claim
Performance problems or displaying behavior that may be alcohol or drug related
Suspicious, erratic or problematic behavior
Random selection testing

Initial *positive results* will result in an appointment being scheduled for the employee to report to a specified collection site designated by an approved laboratory that is licensed and certified. Following the receipt of a *confirmed positive* test result from the laboratory, the Medical Review Officer will notify the employee. Other than those with a need to know, test results will be maintained in a confidential manner. Prior to or immediately after submitting to a drug or alcohol test, employees are encouraged to provide any information they consider relevant to the test, including identification of currently or recently used prescriptions or non-prescription medications or other relevant medical information.

The consequences stated in this Drug-Free Workplace Policy will apply to anyone who violates the Policy. AMP will hold all employees accountable in terms of substance use but also supports getting help for employees in need. Employees who come forward voluntarily to identify that they have a substance problem will receive information about local professionals who offer such help. However, if an employee has a substance problem and does not come forward, and the employee then tests positive for drug or alcohol use in violation of this Policy, AMP reserves the right to impose discipline for the violation of these work rules as set forth in this policy.

The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their office manager or with Vicki Stanley, CEO.

Confidentiality

AMP employees are responsible for protecting the security of all confidential and proprietary information, including *Protected Health Information*. Employees are prohibited from sharing confidential information without a signed release of all parties involved. Discussion, in any form, with persons not entitled to such information is strictly prohibited. Employees are expected to protect the integrity of the confidential information of AMP, clients, facilities and patients.

Leaving AMP

Voluntary Resignation

Boo. We hate to see you go. We really enjoyed working with you and hope you'll consider coming back. Please call our offices or drop us a note. We'll maintain all your employment information should you decide to return. Employees who do not provide AMP with their availability for thirty days are considered voluntarily resigned. These employees are still eligible for rehire after they complete another orientation and compliance process.

Re-Employment

Welcome back! AMP encourages the re-employment of former employees who have done a good job representing AMP. We already know you and your work habits. Provided you haven't violated our policies, and subject to available openings, you are welcome back with open arms if your prior work experience and performance at AMP was positive.

Employment of Relatives

AMP knows that good people know good people. We encourage you to refer us to your friends and family. In our family, there is always room for more! We will consider hiring all qualified relatives



provided the hiring, in AMP's sole discretion, will not create actual or perceived conflicts of interest. Considering this is a family-owned company, it really would seem silly not to hire relatives, wouldn't it?

Exit Interview

AMP encourages our employees who are leaving to meet with our representatives to discuss their stay with us. Your feedback is very important to us and implementing changes based on recommendations leads to progress.

**Small Print
Read Carefully**

The following is AMP's official small print. There are no disclaimers hidden in our small print. Nothing is hidden between the lines. We provided the small print merely to see if you were still paying attention. Or, to see if you might need glasses. We really enjoyed writing these policies, and we hope you enjoy reading them. Thank you for visiting AMP.